

## Job description

### Commercial Officer – Catering

Reports to:	Head of Commercial Development
Based at:	Coeliac UK Head Office, High Wycombe
Salary grade table:	Commercial (CO5 – 5.1 to 5.2)
Line management:	No direct reports
The role:	The Commercial Officer – Catering acts as an administrator within the Commercial department of Coeliac UK, the charity for people who need a gluten free diet. The Commercial department creates and maintains partnerships with commercial organisations that have a vested interest in the gluten-free market; this includes manufacturers, retailers, foodservice companies, and caterers (including restaurants, hotels and others). The role is responsible for handling all the administration associated with catering businesses achieving gluten free accreditation with Coeliac UK in order to cater safely for people on a gluten free diet.

### Key responsibilities

- To be responsible for proactively managing all commercial aspects of the renewals process for existing holders of our Gluten Free Accreditation scheme
- To assist in account management, including handling new Gluten Free Accreditation applications and catering training enquiries, liaising with commercial partners, negotiating Accreditation or training fees and ensuring that all necessary paperwork is up to date
- Managing the scheduling and follow up of Gluten Free Accreditation scheme onsite audits, liaising with internal and external stakeholders to ensure timely delivery of services
- Ensure information about Gluten Free Accreditation partner venues is up to date in the Coeliac UK website and Venue Guide
- To hold main responsibility for delivering catering training bookings in the online Gluten Free Academy, ensuring the successful administration of this service
- To ensure that relevant invoices are issued and debts are managed
- To assist the Commercial Services team to generate advertising and sponsorship income where appropriate
- To respond to email and telephone enquiries and Commercial partner applications
- To ensure the CRM database (Workbooks), monitoring reports and other management tools are updated in a timely manner and to assist with data cleansing where necessary
- To keep monthly and annual reports of commercial revenue up to date
- To provide relevant copy for Coeliac UK publications and the Coeliac UK website as required
- To work with colleagues in the Commercial department to develop new opportunities and support wider activities within the organisation
- To gain a working knowledge of other Commercial Officer roles to be able to cover holiday and sickness where appropriate

## Knowledge, skills and experience

- Excellent attention to detail, organisation and administration skills
- Excellent interpersonal and relationship building skills
- Excellent communication skills – oral and written, confident telephone manner.
- High levels of analytical and numerical skills
- Excellent IT skills – ideally experience with MS Office, CRM/database use, email marketing services
- Results driven
- Team player with practical, positive and flexible attitude
- Able to meet deadlines and prioritise tasks
- Self-motivated and able to work without close supervision
- Knowledge of catering and the FMCG food market would be of benefit though not essential
- Experience of managing financial transactions would be an advantage
- Enthusiastic to help with a variety of projects

## Competencies

<b>1: General profile</b>
Typically vocationally training or has commercial experience
Acts within clearly defined group or with straightforward clients.
May enlarge client list
Typically works with moderate guidance
<b>2: Technical expertise; building &amp; maintaining</b>
Developed expertise in own area and demonstrates competence in using a variety of techniques
<b>2: Technical expertise; applying &amp; anticipating</b>
Applies knowledge/skills to a range of activities; acts as a source of expertise for others in own area
<b>3: Client/organisation orientation; client response</b>
Proactively acts to understand client needs and identify solutions to non-standard tasks/queries; actively creates opportunities
<b>3: Client/organisation orientation; organisation understanding</b>
Is aware of internal/external issues; applies to own role
<b>3: Client/organisation orientation client response; costs</b>
Takes action to monitor and control costs within own work horizons
<b>4: Creating &amp; delivering solutions; problem solving</b>
Identifies key issues and patterns from partial/conflicting data; takes a broader perspective to problems and spots new, less obvious solutions
<b>4: Creating &amp; delivering solutions; planning &amp; organising</b>
Manages own time to meet agreed targets; develops plans in line with strategy developed elsewhere; forecasts resources and prepares schedules
<b>5: Working relationship; communicating, negotiating &amp; influencing</b>
Adapts information/style to the audience, explains difficult concepts clearly, establishes consensus, attains agreement
<b>5: Working relationship; teamwork, coaching &amp; guiding</b>
Promotes teamwork; motivates, coaches and guides others
<b>5: Working relationship; networking</b>

Creates informal networks with key contacts in client organisations

This job description is not intended to be an exhaustive list of duties to be performed by the employee. This job description may be altered to reflect the needs of the charity.